

Jason 00:00:03 Hello, and welcome to the New Home Owner podcast. This is the podcast for first time home buyers who are building a brand new home. So in our last episode, you had your settlement, you've got your keys and you're in your new home. Congratulations. That's awesome. And in this episode of the podcast, we're going to be talking about maintaining your home and introducing you to the team that will help guide you through it. So when you have questions or issues, who do you call and how does that work? So later in the episode, our guests has a tip for us. What do Thanksgiving and Easter have in common when it comes to your house? I'm very curious. Interesting, good morning, Kelsea and Amy. It's great to see you guys again. How's it going?

Amy 00:00:39 You too. Good morning

Kelsea 00:00:40 Going good, good morning.

Jason 00:00:43 Good. Any news on the house? I'm anxious to know if you've got framing up or not?

Kelsea 00:00:48 Yea! We are in framing. I'm expected to be under a roof this week. We did have a little bit of rain while we were in framing, but I had peace of mind knowing now that that's normal and to be expected and that everything can enjoy that.

Jason 00:01:02 When we were in framing. It was the heart of the spring season. It was raining like for weeks, I felt like they were just pushing water off the floor and I was freaking out. But now I know that's, that's not a big deal.

Kelsea 00:01:13 Yeah. I think that's the natural reaction, but I was smooth sailing.

Jason 00:01:18 Yeah. That's good. Amy. What's going on in your world?

Amy 00:01:22 Well, as you all know, I have two busy boys at home and we just started basketball

Jason 00:01:28 Oh! Sports time.

Amy 00:01:29 It's sports time. So we've done soccer, T-ball, it's basketball time. And I am the most unathletic person, probably in the country. My husband's close behind. So we kind of cross our fingers when we do these sports and hoping it's not a disaster.

Jason 00:01:44 You're going to end up with like a superstar maybe. Sometimes that happens.

Amy 00:01:47 Yeah. We have one showing the potential and one showing us that he's, ya know, like his parents.

Jason 00:01:52 Your boys are twins, same age. So are you forcing them to the same sport for now? Or are they allowed to say, I don't want to do this.

Amy 00:02:00 I force nothing. So at our house, you have to tell us if you're interested in a sport, we don't seek out your interest because it's a big commitment. We have to arrange rides and time. So both of them will come to us so far with the same sport, but that'll change.

Jason 00:02:14 And then eventually they'll be able to drive themselves, which is a really nice bonus that I'm currently experiencing. So that's great. Our guest today is Tommy. Tommy. Welcome to the show and thanks for joining us.

Tommy 00:02:26 Thanks for having me.

Jason 00:02:27 Give us a little background about yourself and my notes. I see former high school teacher, you've been in production for eight years. And now on the warranty side, um,

Tommy 00:02:36 Switched over to warranty.

Jason 00:02:37 What did you teach in high school?

Tommy 00:02:39 I taught US history and Geography.

Jason 00:02:40 Is it harder to teach teenagers or middle schoolers? Because I would get answers on both sides.

Tommy 00:02:48 I would say I chose to go to high school. I, I don't want to deal with the world of middle school. That just seems, it seems like,

Jason 00:02:54 I guess scary place though. So middle school is harder and harder for me.

Tommy 00:02:58 It was a lot easier or in my mind to go to high school, but that seems like a distant past. Now, reliving those days

Jason 00:03:03 . What grade did you teach?

Tommy 00:03:04 Ninth and 11th.

Jason 00:03:05 Ninth and 11th. Oh, that's cool. US history. Awesome. And then you said enough of this history. I want to build some houses. How did this come around?

Tommy 00:03:14 Yup. They, uh, Ryan called me after the, uh, after the downturn, I got an interview and, um, came up and started working in Fredericksburg and production. Then there about seven, eight years. And then I took the dive into warranty

Jason 00:03:26 And we were just saying, um, before we started recording that the founder of our company was a teacher as well before we started off with his, his home building company. So you guys have that in common, let's talk, maintaining and caring for your home, the customer, you guys listening, you've been in your house now. Maybe there's nothing, no issues right now for a lot of people. That's true, but maybe something's not quite right. Who do they call? How does that call eventually get to you? Or does it, and give us some of that background?

Tommy 00:03:50 A lot of times there's a, a, there's a well-established big team behind the homeowner after they move in. So it's a, I know it can be a little bit scary, unpacking all the boxes and going, what do I do now? Because my, the, my project manager has left for to continue his role in serving other his other customers. Like we, we have a giant team behind the homeowner when they call in. So, uh, if there's any issues that they might have, or a lot of times, it's just questions of, I heard this during the walkthrough and, um, I don't know what to do so they can call our 01-877-550-RYAN number or go into MyRyanHome.com and submit a question or call in. They'll get actual Ryan employees that know the house, know the material. They can ask them a question. They might report an issue, might be an adjustment after that's decided it either is assigned to one of our trade partners or take it as comes to me with a, um, with a description. And I'll reach out to the homeowner to figure out what's what needs to be done, or who's the best contact for them.

Amy 00:04:50 That's great, Tommy. And I think this, what you're describing is something that we, as employees of Ryan Homes take for granted, but for some of our listeners who are first-time home buyers are considering their first purchase. This is a big deal because for those of us who have bought resale or used homes in the past, once you settle, there's nobody to call. So there's nobody to rely on, but yourself to take care of any issues or questions that you may have. So this is a big deal.

Tommy 00:05:18 Absolutely. So I'll be the face that you'll see if all of I visit your home and take a look at the issues that may you have that you may have, but it's, I'm just a face to this entire team that, that has your back after you settle so, it puts your mind at ease, knowing that you're, you're still taking care of it, just that a different group. So I know I was listening to the previous prod, uh, podcast where you have different team members that you may or may not see. You'll probably see me, but no, I have a team behind me, of mechanics, trade partners and the call center that are all helping you out in that first year or two years, or whenever your warranty goes to

Jason 00:05:52 And the call center is literally at our back right now, we do have a centralized call center. So when the call comes in, and one of the reasons we do that is to look at every call that comes in and go, is there anything we could fix upstream so that this doesn't happen again. So if you just moved into your house, you just moved into the best version of that house that we've been working on for years and years and years and years. And there's always upgrades to different mechanical systems and ways of doing things. And we're constantly looking for that, but no house is perfect. And just like a car, there's a few things you have to do. Now. The good news is you don't have to drive your house somewhere and leave it for a few hours. Most of the things you can do yourself, the exception may be your HVAC servicing, if you need something like that done. But all of that is also covered in the videos. The home care, quick links are around your house. So you can catch up on that. So you don't have to struggle through YouTube searches and all that stuff. But if they have question about that, even after the video, they can reach out and talk with you and you'll walk them through it.

Tommy 00:06:48 Absolutely. And that's a great analogy of, of driving a car. If you never change the oil, you're going to have some issues. So just the same thing in your house. If you don't drive your house or use your house, it's going to come into some issues

Jason 00:07:00 Right? If you just, if you just totally ignore the air filters, you're going to have a problem.

Tommy 00:07:04 You're going to have a bad time.

Jason 00:07:05 I just changed mine the other day. If you're wondering, it takes about 15 minutes and I order my filters, I go on Amazon order a box of 12. So I just order a whole bunch at once to get the best price. I did a lot of research on the Merv ratings. So we won't get into that. But Merv 8 I think is like the normal Merv.

Tommy 00:07:23 We could spend a whole podcast on Merv ratings. If you want

Jason 00:07:27 Take note, Kelsea, the Merv rating, Kelsea, are you worried at all about maintaining your house? Who do you think is going to do the work, you or your husband?

Kelsea 00:07:34 So I'm very grateful that we're going to have a team behind us.

Jason 00:07:38 Ok you've got a team, which means no one's going to do it until one day. One of you is like, did you do that?

Kelsea 00:07:42 Right, right. He's, he's great. He's really hands on, my husband. But I feel like I oftentimes have to maybe remind him of certain, you know, home maintenance things or just maintenance in general. Like

Jason 00:07:53 Every, every spouse likes reminders. Right.

Amy 00:07:54 This is true.

Kelsea 00:07:56 Right. So it'll be really nice just to have that quick access, you know, to the videos, but then know that we have not just our warranty manager, but an entire team backing us up and making sure that we're staying on top of it and really the educational aspect of all of this, you know, there's that layer of yes. If we have an issue and need to troubleshoot something we can call in, but I love that we're also kind of, you know, giving us the power to take care of these, you know, try to troubleshoot ourselves.

Jason 00:08:23 And when you call in, I mean, there's a good chance. They'll have the answer for you right there. And you won't end up talking to a warranty manager, but, um, if it's something that needs to get eyes on, then that's when you guys get involved.

Kelsea 00:08:34 I actually, I used to sit in the call center, what what our listeners know as the customer care team. And I was just so surprised by how much knowledge that they actually had. And it seemed like, I don't know if we have a percentage on this, but it seemed like a good majority of the calls that came in. They were just able to troubleshoot and answer on the phone. It was really impressive.

Jason 00:08:53 Was that your first job here? Not

Kelsea 00:08:55 Not quite, I've made a number of jumps since I've been here. So I started actually in a model and then I ended up in the customer care team doing social media. So

Jason 00:09:03 I can imagine you'll learn a lot about homes. If you, if you're in that department, day one, it's probably like a bunch of words you don't understand. And then suddenly it's just like, okay, I get it.

Kelsea 00:09:11 Yeah, I was not taking calls. I certainly wasn't ready for that. But I mean, it was just a wealth of knowledge, just sitting there and kind of listening to their conversation.

Jason 00:09:18 I guess they don't put you on the phone the very first day? Like, no, just sit here and listen and we'll teach you.

Kelsea 00:09:22 Thank goodness.

Jason 00:09:23 That's good. That's good.

Kelsea 00:09:24 Hey, homeowners. It's Kelsea with the New Home Owner podcast. If you asked me the best neighbors you could have are your friends and family send them to [Ryanhomes.com](https://www.Ryanhomes.com) to get in touch with your community sales team or just to browse local communities in their area. That's [Ryanhomes.com](https://www.Ryanhomes.com). Now back to the podcast.

Jason 00:09:48 Well, let's talk a little bit about the warranty. Do you want to break that down for us, Tommy?

Tommy 00:09:52 Absolutely. So all their products in your home, they have various warranties, but let's talk about the Ryan warranty and you're probably familiar with the one, two and 10.

Jason 00:10:01 That's been our warranty for quite a long time.

Tommy 00:10:03 Absolutely. It's just, you'll you'll call and go. I heard about the one two 10 warranty. So one year it's going to be the, everything that you can look, see, touch, feel in your house. So the two year will be everything behind your wall and then 10 years is going to be structural. So I always like to give the example of a light switch. You can physically touch a light switch for the switch, goes bad in the first year, give us a call. We'll send you an electrician or a trade partner out there, switch it out. No problem. If the wire is nicked behind the wall, then that would be considered a two year warranty.

Jason 00:10:33 So you're probably going to find that within, I don't know, a couple of months, but maybe you don't use a plug for, uh, you know, a year and a half. And then suddenly it's like, oh, actually I don't, I don't, we didn't have any of those issues. But if it is behind the wall, then within those two years, you're probably going to notice.

Tommy 00:10:47 Absolutely. And it's probably already been discovered or it's discovered very often. Um, probably those two year calls are going to be if, uh, like a ceiling fan, uh, if they got a rough-in for a ceiling fan, um, and you know, put a fan up for a year or two. And I noticed one of those, but like I said, w we've have a lot of, a lot of people walking houses before people even settle. So yeah, even those calls are very rare.

Jason 00:11:07 Yeah. We've talked about our, our inspection process and review process. So then there's the 10 year and that structural stuff. So what they're putting up right now, Kelsea is backed for 10 years

Tommy 00:11:16 T not all of it. Not all of our interior walls are not considered load bearing. If you ever wanted to knock down walls and make a, a bedroom into a super closet that would not be considered a load bearing wall.

Kelsea 00:11:28 I like that idea.

Tommy 00:11:29 Exactly. So, so it would be your, your load bearing walls, your trusses, your, your foundation walls, anything that's made that would make the home uninhabitable, and you would need a structural engineer that would be covered that peace of mind for 10 years,

Jason 00:11:41 You can get all the warranty, uh, information in your packet or in your, in your online drive

Tommy 00:11:47 And go online or have, um, if you're waiting around in that, in that slower period, looking for information, always a great time to dive into some of that paperwork, just to see what's covered. And essentially what's not

Jason 00:11:58 Awesome, and a slightly different warranty for condos. So if you're in condos, uh, read through that, we won't get into every detail of all the warranties, but one two 10, that's pretty easy to remember, which is one year, two year in 10 years, longer than you would get on a new or resale

home, which is, uh, which is a nice benefit that you're in a new home. Okay. Let's talk about GFI reset. Cause this is one that I do deal with a lot or has come up before

Tommy 00:12:21 I'm passionate about GFCI resets.

Jason 00:12:22 I can't figure out, you know, there's a plug not working. I'm like, I know it's the button. So give us what's going on with the GFI reset.

Tommy 00:12:29 I had one yesterday. And I'll probably have one today. So with your GFCI reset. So any room in your house, that's close to water and it has to be GFCI protected. So in case water were just splashed on that outlet, the outlet would be protected, or if you're overloading a circuit, it instead of having too much of a charge that goes through the line, it shuts the outlet down.

Jason 00:12:48 So it's doing that on purpose.

Tommy 00:12:50 It's doing it on purpose. Um, a lot of the times where, and around Thanksgiving and Christmas time, uh, we get calls all the time where they do like a, um, a Christmas vacation situation where they overload it and we get calls a lot of where is the outlet located? So it's protects your outlets from essentially doing too much damage to its own self. So we get a lot of calls of, I don't have my outlets in my bathrooms. Aren't working my outlets in my kitchen. Aren't working the outside outlets aren't working. And a lot of times homeowners will call in and the call center is very accustomed to knowing what GFCI's are. And they do constant training throughout the year and on all the stuff in your house so they can walk you through it. But heaven forbid you can't find it, or it's located behind boxes in a basement. It might come to me and I'll schedule a time to come out there and, and show those locations. So a lot of times it's just trying to find that location with the light.

Jason 00:13:40 It's just a tiny little button that you press in

Tommy 00:13:42 Yea, it's just a reset button in the middle, you'll see a Amber light or a green light. You press, then you press the middle button and it resets it. Now, if it keeps tripping on itself, it's probably the wiring in the device that's being plugged into it. I always refer it to grandma's old lamp that gets handed down. And a lot of times it's not the, it's not the actual line behind the wall. It's the seventy-year-old lamp that you're plugging in.

Jason 00:14:05 Right. And if grandma says, well, my, that, that lamp worked fine in my hundred year old house, you go, well, it's probably wasn't plugged into a proper, very safe outlet.

Jason 00:14:13 Okay. Gotcha. So there's things like that, that a lot of stuff you can do yourself once you kind of know where those are. And now I know where all of mine are, so it's no big deal, but if they, if they can't give you a call and we're here for you, okay, let's talk about trade partners. If it's something you can't fix or that they installed, how does that process work?

Tommy 00:14:31 So if it's something that, um, was installed by a trade partner, like an HVAC company, plumber and electrician and myself, I don't trust myself with electrical or plumbing. Personally, if ever tried to redo a bathroom, I wouldn't call the professional on that one. But if it's something that I know I need a trade partner involved, I'll contact them, or the call center will contact them. And I'll initiate a ticket straight to them where they have their own service departments. They'll contact the homeowner to set up a time to come out, remedy the situation. And then I always like to follow up just to make sure that experience went well with the trade partners. So it was still, it doesn't

go off into, you know, a Yelp review over trying to find a local plumber. It's the actual tradesmen, that person. And so they they're responsible.

Jason 00:15:18 And most likely they're probably doing other houses as well. So it's a company we're working with consistently over time, right?

Tommy 00:15:25 Absolutely. They're a valued trade partner that there they're working for Ryan for a reason. So they do so, so many houses, their trade is, um, great. So that's why we picked these tradepartners.

Jason 00:15:36 And even if, even if you're out of warranty and something comes up, you know, it's eight or nine years later, give us a call. We'll tell you if you don't know who, who did the work, I want the same company to come out here and we can let you know, in most cases, uh, who that was,

Tommy 00:15:48 That's actually a great part of our customer call center. We have a lot of calls that come in where, um, I don't know who did my roof. I want to redo my roof. It's 10 years, 15 years old. I'd like to get the same roof involved cause they did a great job and we have all that information saved on, on the file. So it's always nice to have a valued person instead of trying to go to Angie's List and try to find someone that you don't know, why not just call us

Jason 00:16:11 Or if you're a second or third owner, even in our house. We'll happily tell you if we have it. Anything else? Are we missing anything on the warranty side?

Amy 00:16:19 I feel like we talked about it in spurts, but just to be crystal clear, Tommy, if someone wants to report an issue, the processes that they call and what happens after that.

Tommy 00:16:28 Absolutely. So if they call the call center, then the call center representative is going to initiate the best point of contact. Whether it be your warranty manager, whether it be a trades partner, or if they need to talk to someone else in their customer call department. I know it's a little bit of a process, but we'd like to have record of all the calls so we can provide to the best customer experience. Unfortunately, giving me, calling me in the middle of the night, cause you have, my numbers is not the best method, but we will want to go through the call center or go online. Um, it's just, it's easier to track everything.

Jason 00:17:02 All right, let's hear these tips, Thanksgiving and Easter. Why am I thinking about these two particular holidays?

Tommy 00:17:08 Great holiday spend time with the family. Actually the passion with Thanksgiving and Easter is I, I always like to pick a time where you probably have a day off or a couple hours off. And those are the, the, the most important time to go down in your mechanical room. Why Thanksgiving and Easter, I always associated with your you're winterizing your hose bib. So you want to turn off the water to the outside of your house. But also while you're down there doing that and we have instructional videos and step-by-steps that we can provide to the homeowner, but that's the time where you want to go down there, winterize or de winterize your hose bib , but also check out everything else in that department. You want to check your furnace, your water heater, your sump pump, just doing basic maintenance or getting familiar with those products down there. Cause we want to save you money down the road, but it's like, like a car, you know, you have to get an oil change. So that's the most

expensive products in your house are probably going to be in your mechanical room and just spending a couple of minutes down there is going to add value. And the longevity in your house

Jason 00:18:05 I remember the first time I went down there, I was like, okay, I kind of want to know what the stuff does. And so it's actually not a lot of parts, but there are some new things, new concepts, if you haven't owned a home before to look out for, but it's pretty easy once you have it.

Amy 00:18:20 So T and E, Thanksgiving and Easter. Check those things out.

Jason 00:18:24 That's a good way to remember it. Well, Tommy, thanks for joining us. And maybe we'll have you on later in a future episode, this wraps up our building series. We're actually made it all the way through from contract to warranty, but we're going to have some additional episodes. We're going to kind of take questions from the internet or if someone calls in or we see common questions, um, through the service group and we'll have some very specific episodes that we can dive in.

Jason 00:18:48 We can give people exact details if they want it. So don't be afraid to ask questions and be sure to subscribe to the podcast so you can stay in the loop with these future episodes. You can go to newhomeowner.com to submit your ideas. And Kelsea, do you have a friend?

Kelsea 00:19:01 I have a few.

Jason 00:19:02 Okay. Well, if your friend is in the market for a new home, share our podcast with them, I'm sure you will since this is what you work on and make sure they visit Ryanhomes.com to check out new home communities in their area. We'll talk to everybody next time. See you later.